



**TO:** Sam McClerren  
Illinois Commerce Commission  
Telecommunications Division

**FROM:** Jim Ehr  
SBC Ameritech  
Long Distance Compliance

**DATE:** October 9, 2001

**RE:** 9/6/2001 Part 731 Workshop Action Items

This memorandum provides SBC Ameritech's input as requested at the September 26<sup>th</sup> session for Part 731.

In that session, participants were requested to provide their perspective on two items:

- The Participants expectation for format and content of the actual performance measurement business rules to be defined within Part 731, and
- The process by which the Participant feels the Workshop should develop the appropriate business rules.

For the first item, SBC Ameritech believes the current structure of the performance measurements used in SBC Ameritech's "User Guide" (a sample of which was provided in the 2<sup>nd</sup> workshop), with minor modifications, is appropriate. As such, I have included a performance measurement business rule template, with descriptions of the various components, as Attachment 1. The primary change from SBC Ameritech's current "User Guide" format is the elimination of the "Measurement Type" section of the template.

For the second item, SBC Ameritech believes that the development of Part 731 business rules for performance measurements begins with agreement among the participants to the basic processes being measured, and how many measurements that entails. Once that agreement has been reached, collaborative sessions would be held where any Participant could produce a draft business rule in the agreed-upon format. Using these proposed business rules as a starting point, the Participants would then collaborate to an agreement as to the exact wording of the business rule.



## ATTACHMENT 1 – Part 731 Performance Measurement Business Rule Template

<b>Measurement Number or Identifier</b>	
Measurement Title	
<b>Definition:</b>	
Business description of the intent of the measurement and the process or activity that is to measure.	
<b>Exclusions:</b>	
Listing of any criteria to be used for excluding orders, trouble reports, etc. from the performance measurement (e.g. specific order types, missed dates due to action of another party, etc.). Exclusions are specific to the process or activity being measured within this performance measurement.	
<b>Business Rules:</b>	
A detailed description of the components of the measure. Specifically, will include the business event that “starts a clock”, and the business event that “stops the clock”. Business rules will provide detail beyond the Definition, but will be generic with regard to specific OSSs involved and, to the extent possible, will be blind the fact that a process is supported by computer systems at all, or manual. This will allow for the measurement to be adopted into operational environments of varying degrees of automation without the business rule needing to be redefined or edited.	
<b>Levels of Disaggregation:</b>	
The “Levels of Disaggregation” section will define the level of detail by which the measure will need to be reported. For example, the products for which separate results will be reported, under the same performance measurement, would be listed here.	
<b>Calculation:</b>	<b>Report Structure:</b>
The actual calculation to be used will be defined in this section. Typically, this will be descriptive and include both a numerator and denominator.	This section will define how the performance measure results will be reported. Specific information to be included here depends upon the existence of any comparisons to be used.
<b>Standard:</b>	
This section will define the standard to be used for comparison of the carrier’s performance. If there are multiple disaggregations, the standard comparison for each disaggregation will be listed.	

